Cerner Training

Kim Johnson

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential. For internal use only.

DaVita

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 1 of 49 PageID #:151

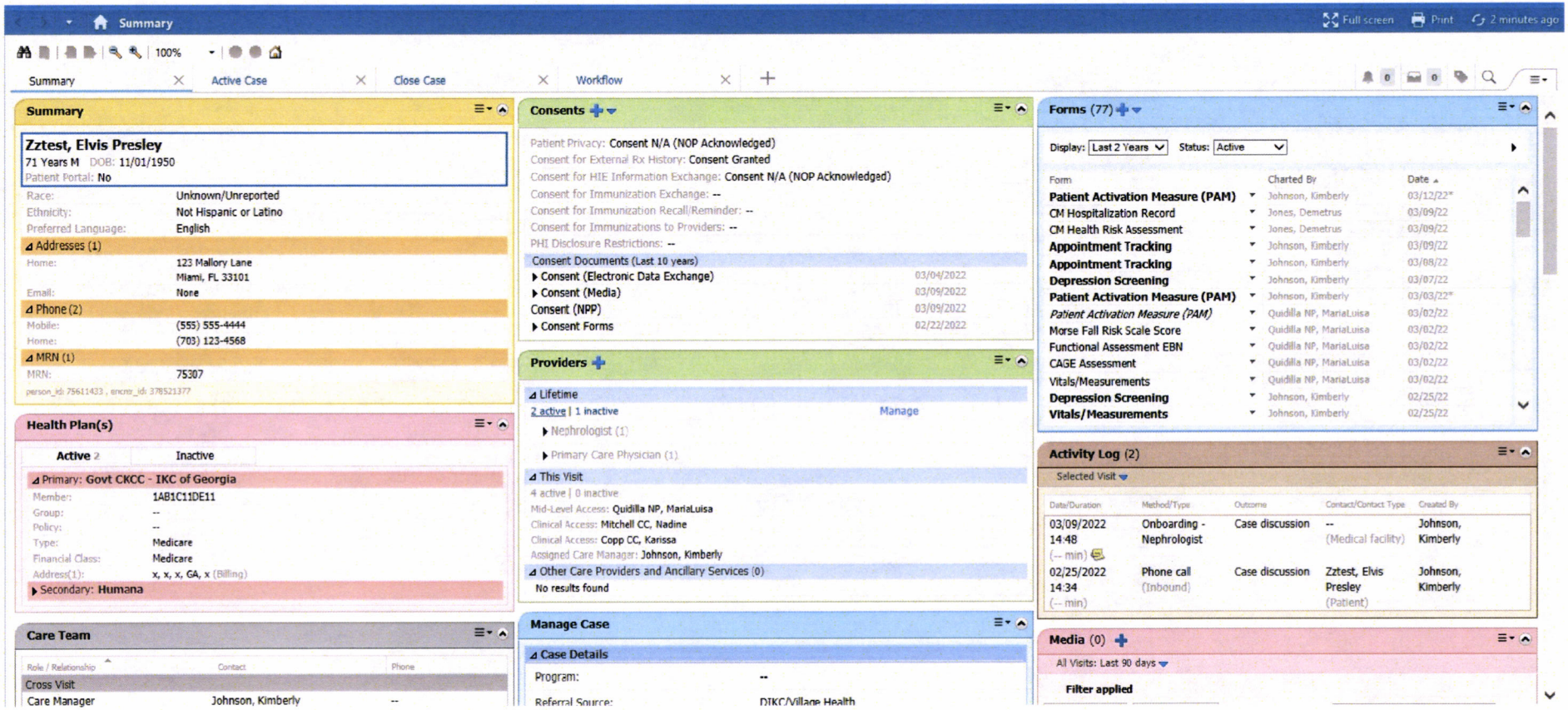
Verify Case/Encounter

IMPORTANT:
Before documenting review blue banner bar for the appropriate Case

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 2 of 49 PageID #:152

Patient Summary mPage



© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 3 of 49 PageID #:153

Add Patient Phone Number

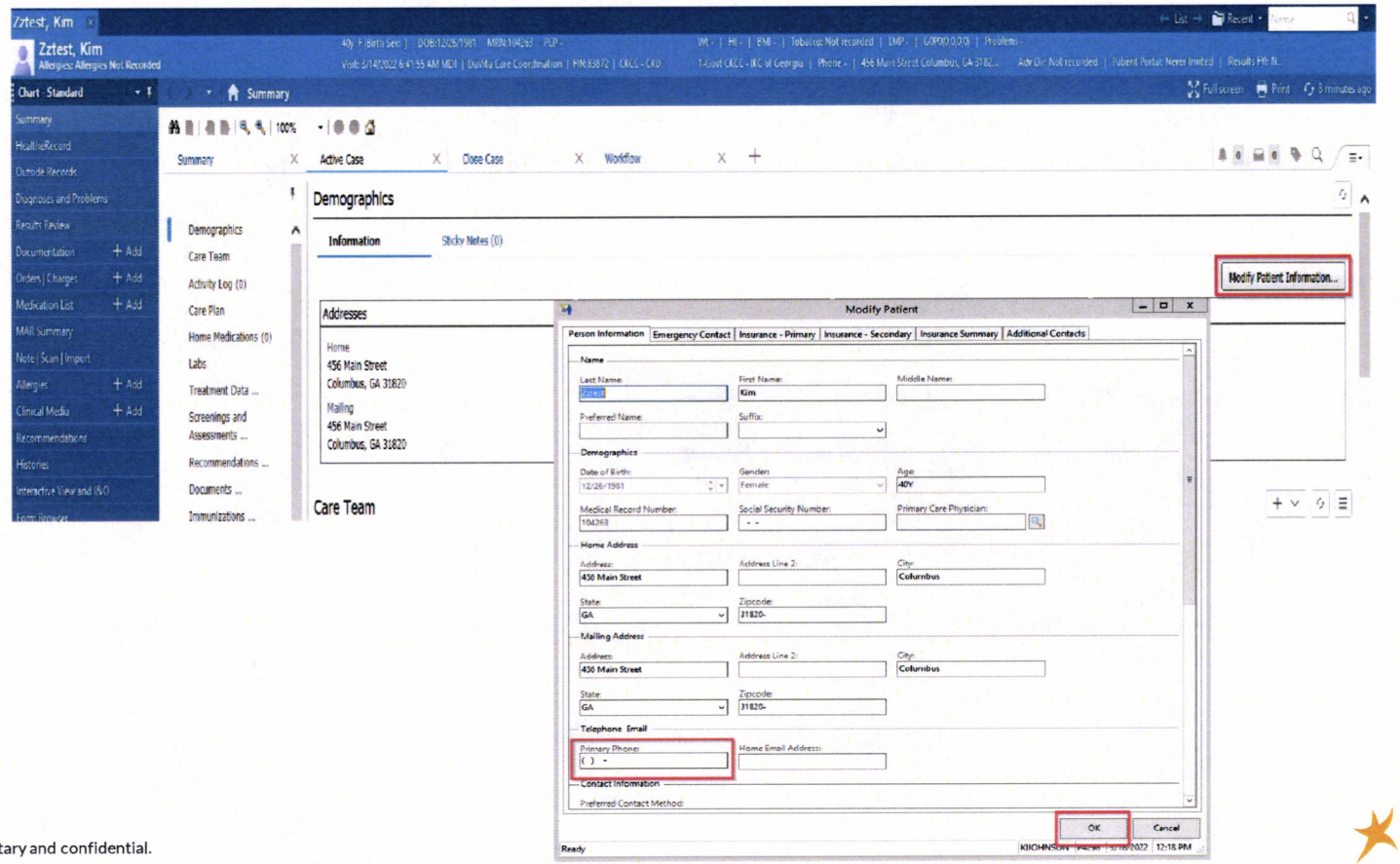
Active Case mPage

Demographics

Modify Patient Information

Enter Primary Phone

Select OK



© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 4 of 49 PageID #:154

Add Lifetime Providers

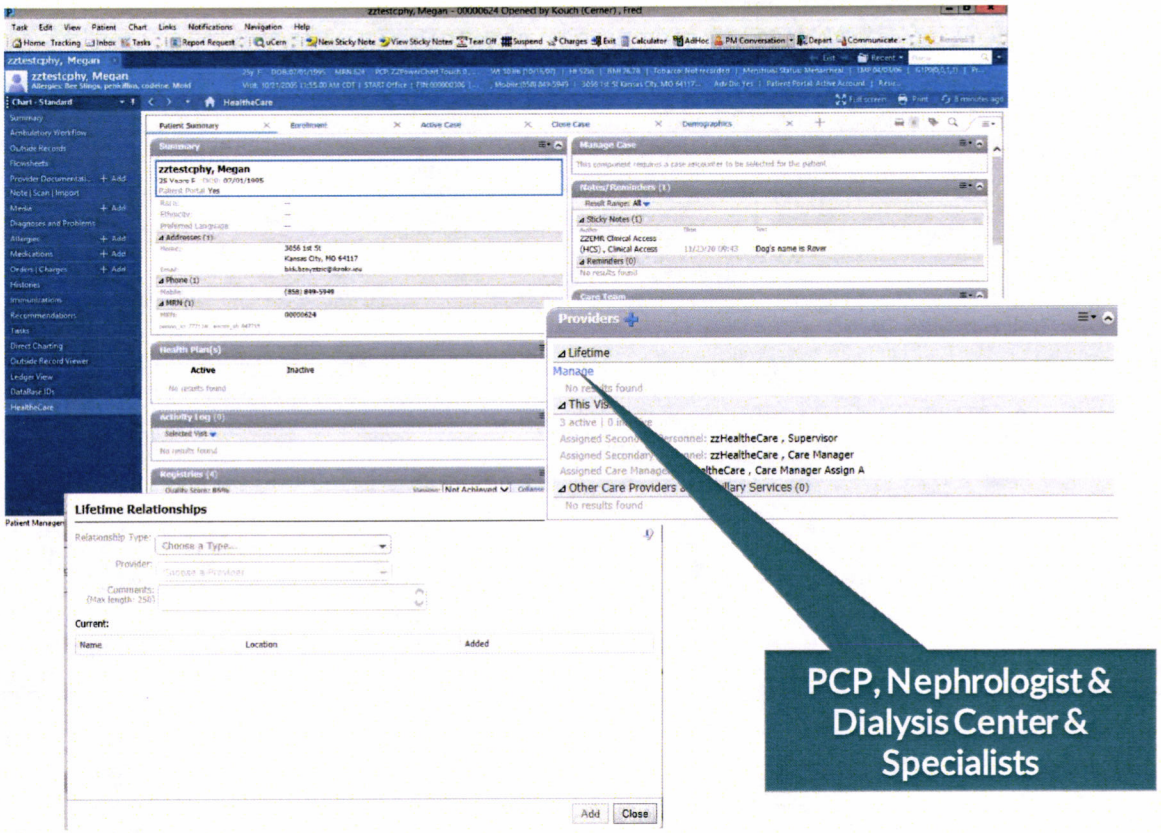
Patient Summary

Providers

Manage

Enter Type & Provider

Select Add



© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 5 of 49 PageID #:155

Remove Lifetime Providers

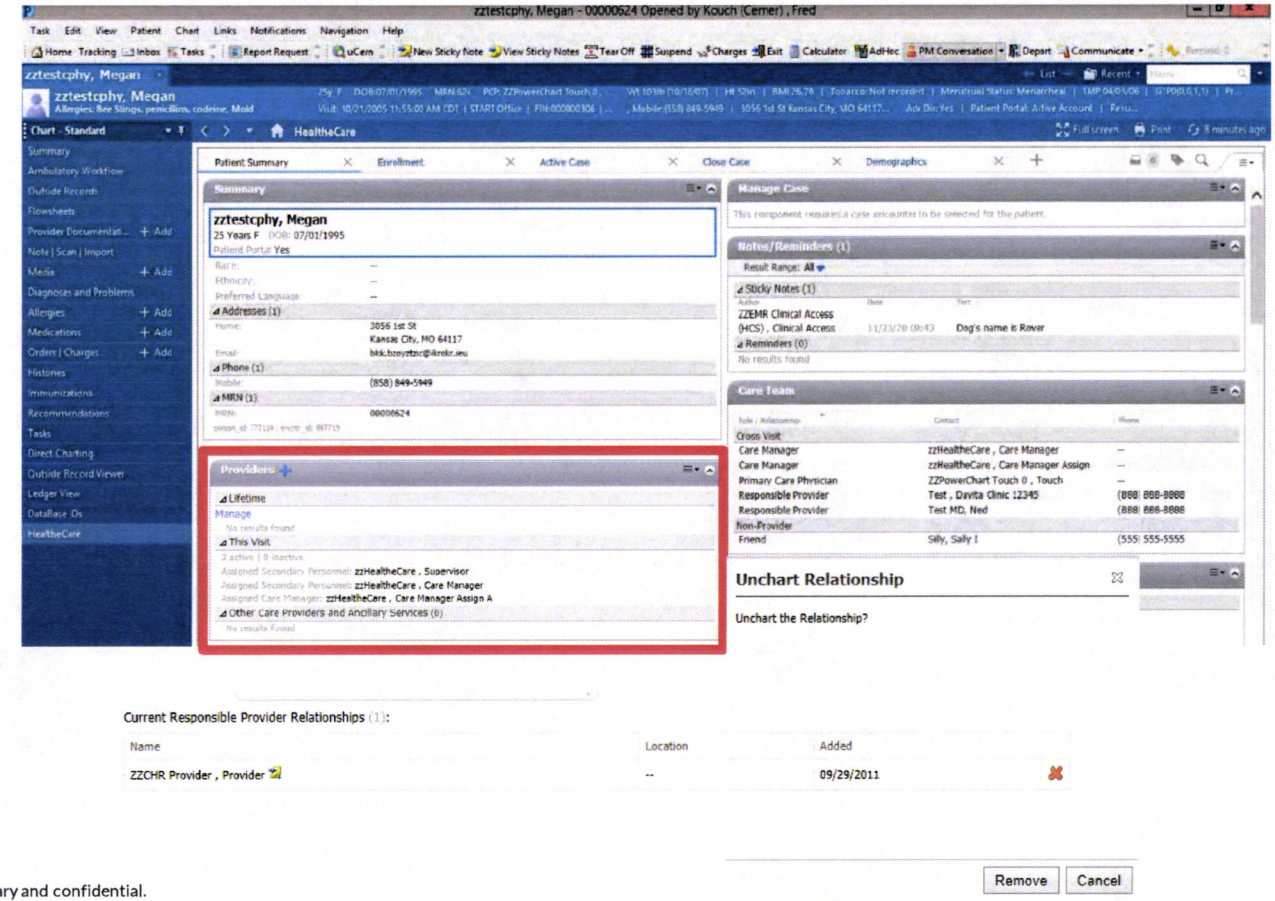
Patient Summary

Providers Component

Choose Manage

Click Red X

Select Remove



© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 6 of 49 PageID #:156

Entering PAM Score

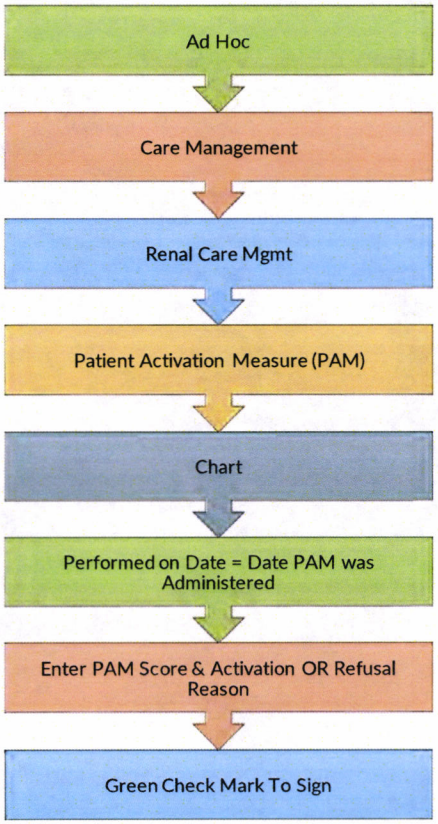
PowerChart

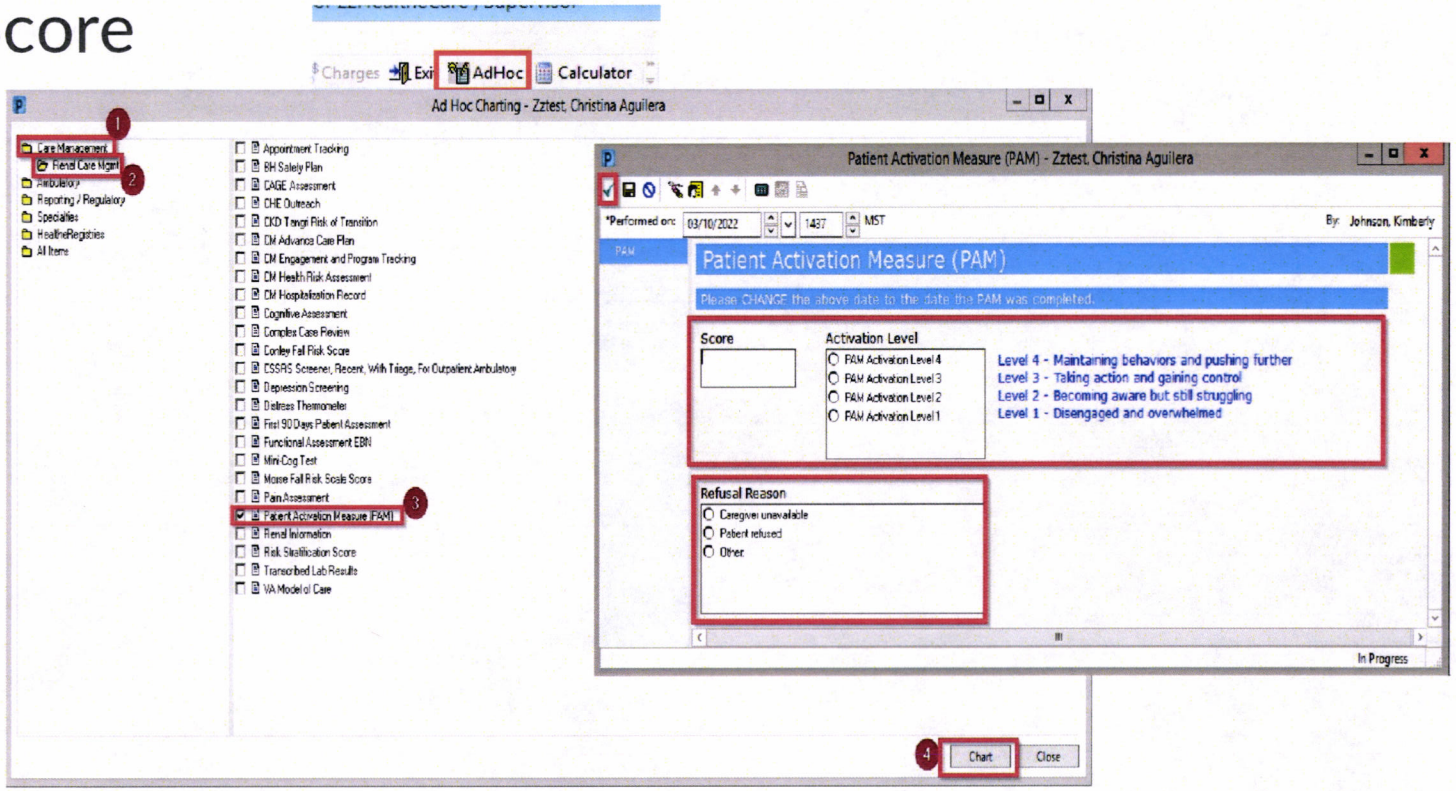
© 2022 DaVita Inc. All rights reserved. Proprietary and confidential. For internal use only.

DaVita
Integrated Kidney Care

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 7 of 49 PageID #:157

Entering PAM Score





© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 8 of 49 PageID #:158

Uploading Consent

PowerChart

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential. For internal use only.

DaVita
Integrated Kidney Care

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 9 of 49 PageID #:159

Collect consents

Use approved scripting on tip sheet to introduce and obtain signatures on the following patient consent forms; upload and assign consent document type in Cerner (demo)

Document Name	Document Purpose	Cerner Document Type
Authorization to Disclose to IKC	This allows DaVita IKC to receive records from other providers	**Outside Records**
Health Information Exchange (HIE) Opt-In	This allows DaVita IKC to utilize HIE to receive patient health information – dependent on state	**Consent (Electronic Data Exchange)**
Digital Communications	Allows DaVita IKC to use email communications and leave detailed voicemails.	**Consent (Media)**
Notice of Privacy Practices	This details the privacy practices of DaVita IKC and is required to be presented to patients prior to CHE.	**Consent (NPP)**

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 10 of 49 PageID #:160

Note | Scan | Import

Select Note|Scan|Import

Select Scanner

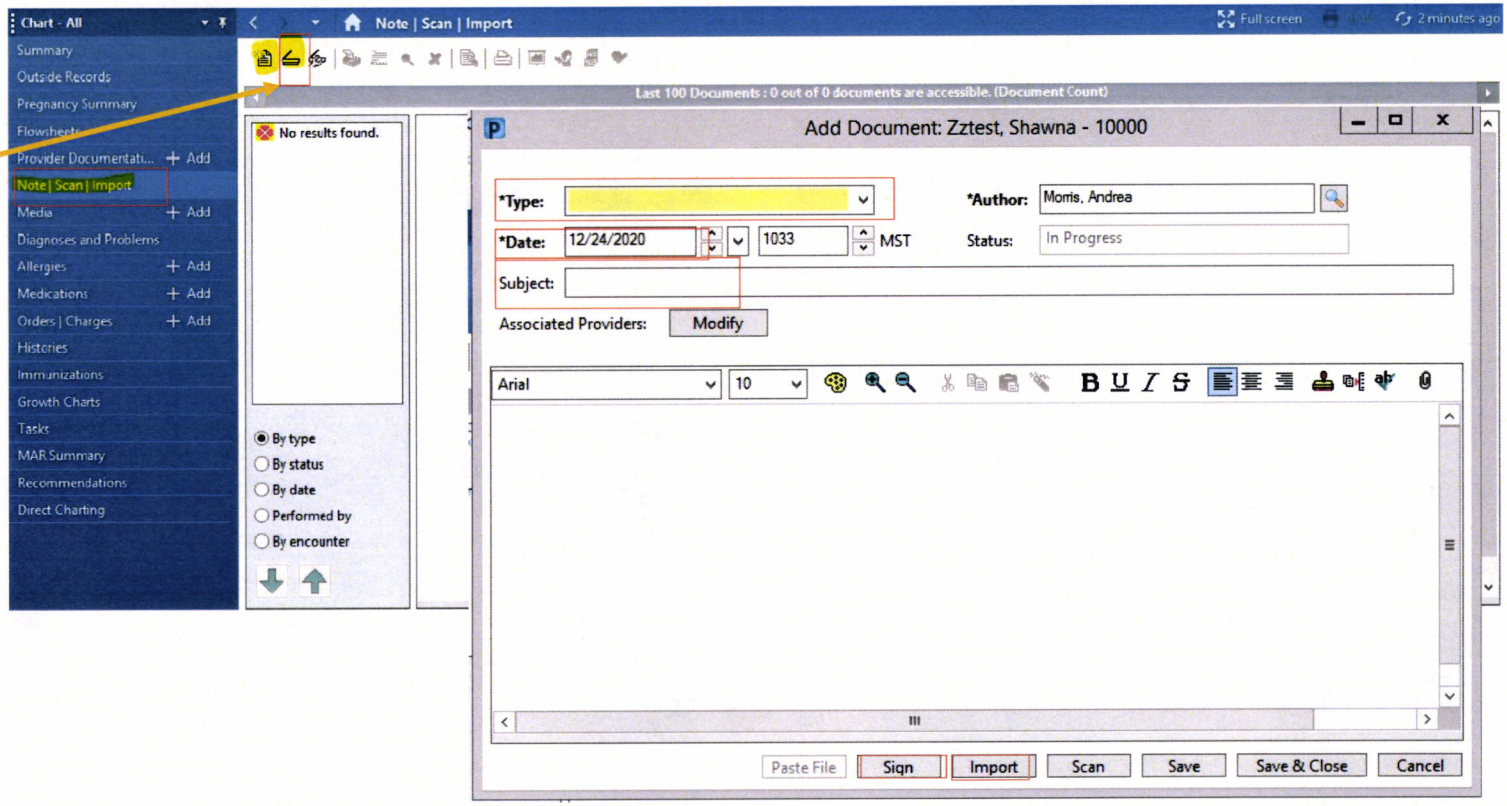
Select Type - Subject

Update Date To Match Date On Form

Select Import

Find Document – Select Open

Select Sign



© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 11 of 49 PageID #:161

Personal Document Types

Select Documents from Organizer Bar

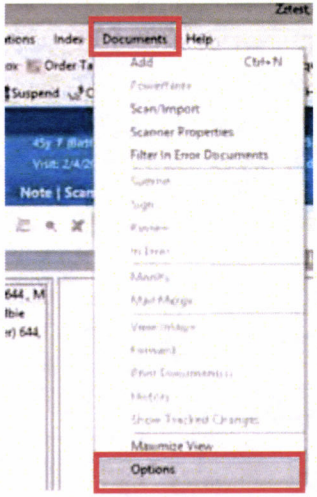
Select Options

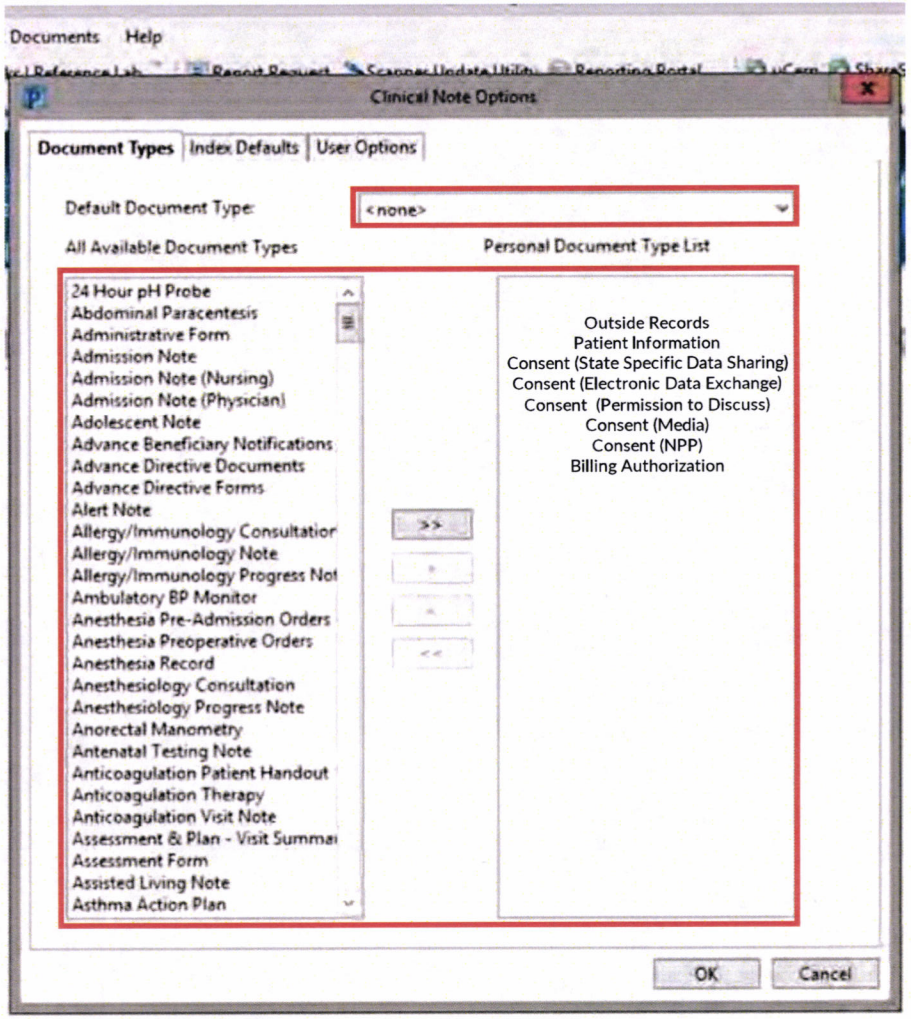
Click Document Types

Select Document Type and Move to the Right

Update Default Document Type

Click OK





© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

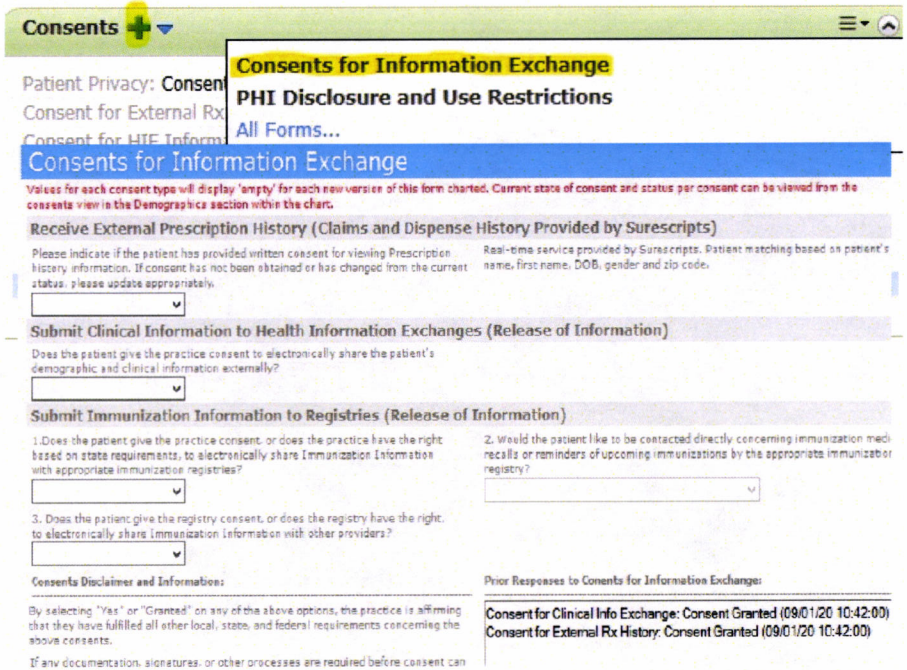
Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 12 of 49 PageID #:162

Cerner Consent Opt-In

Summary mPage

Consents

Drop Down – Consent Granted



Opt-In States

- California
- Connecticut
- Florida
- Hawaii
- Idaho
- Indiana
- Louisiana
- Massachusetts
- Michigan
- Minnesota
- Missouri
- Montana
- Nevada
- New York
- Oklahoma
- Oregon
- Rhode Island
- Tennessee
- Texas
- Utah
- Virginia
- Washington

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 13 of 49 PageID #:163

Activity Log/Communication Event

Activity Log

+ Sign

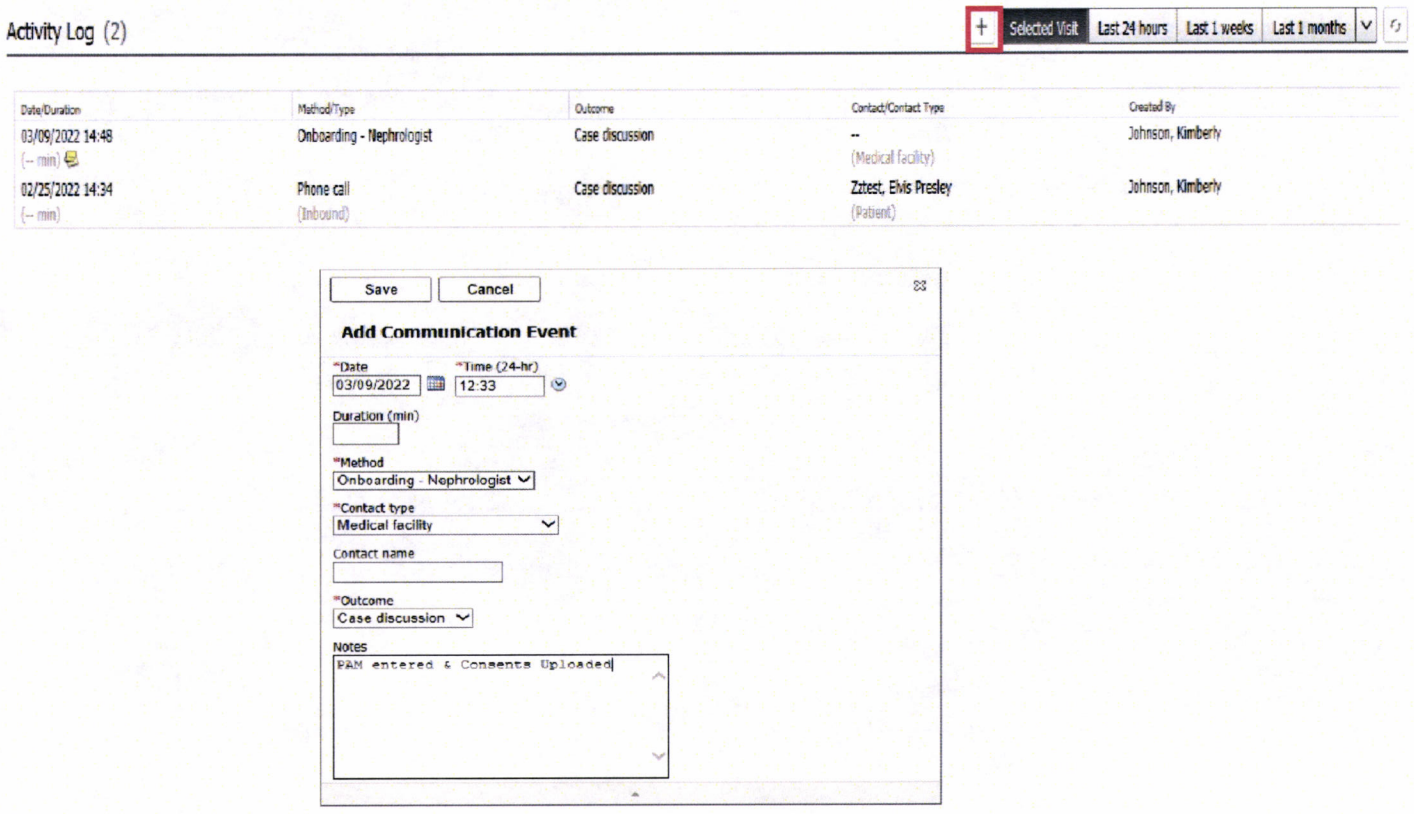
Update Date & Time

Method

Contact Type

Notes

Save



© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 14 of 49 PageID #:164

Create Note

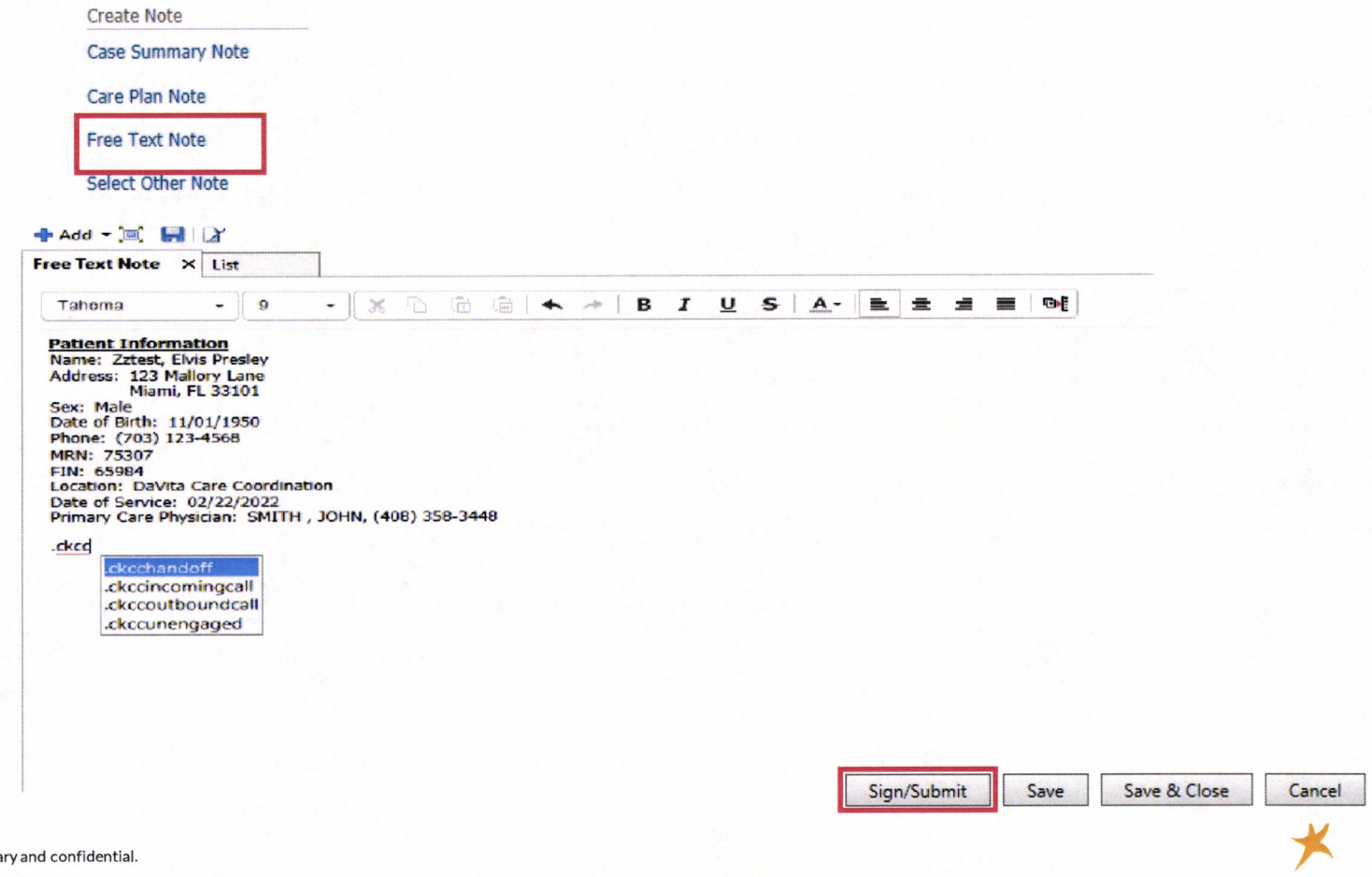
Select Free Text Note

Verify Information On Note

Add Autotext

Add Any Additional Information To Note

Sign / Submit

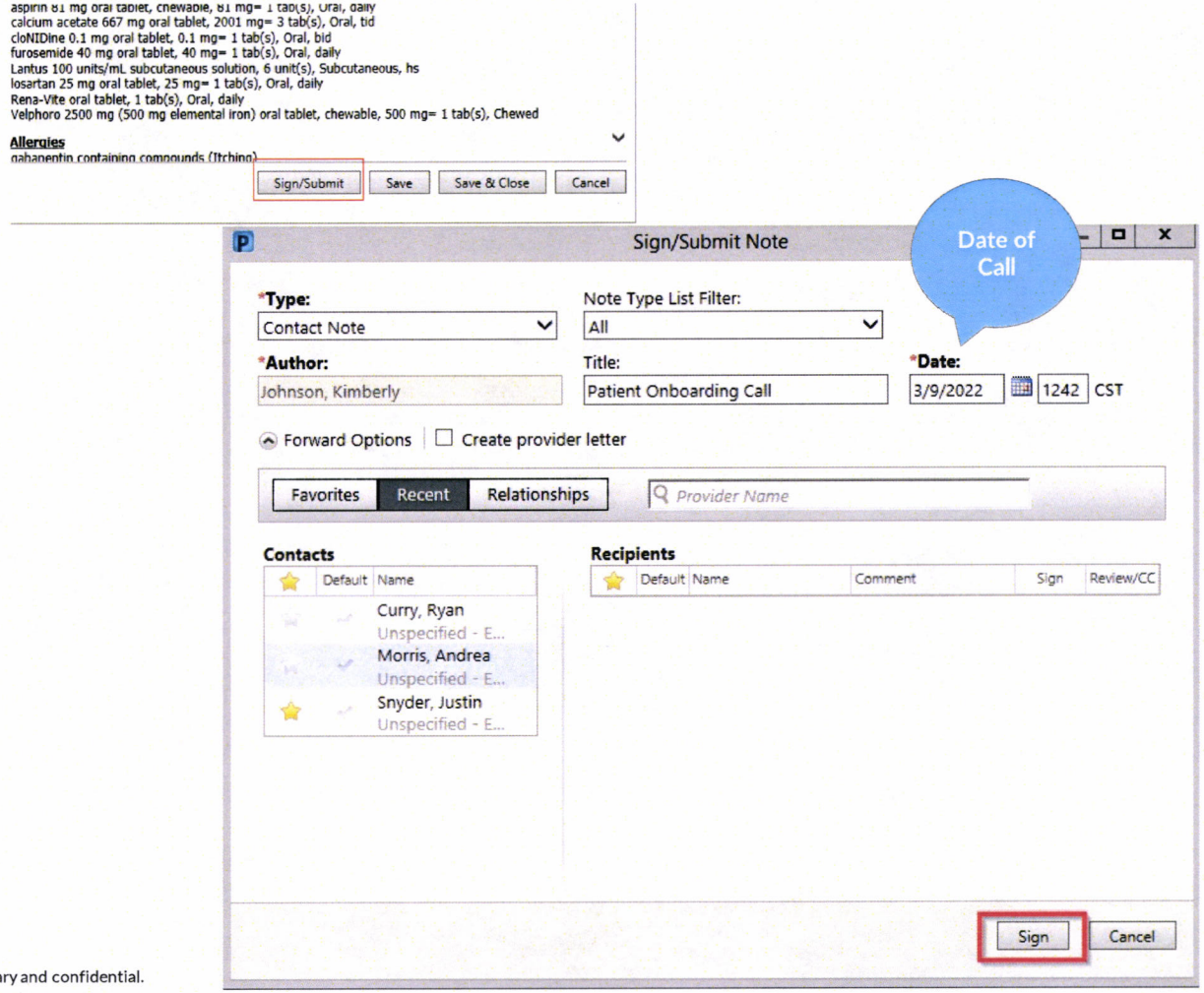


© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 15 of 49 PageID #:165

Sign

- Sign/Submit
- Select Type
- Enter Title
- Update Date To Visit Date
- Select Recipients
- Sign/Submit
- Completed



© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 16 of 49 PageID #:166

Communication

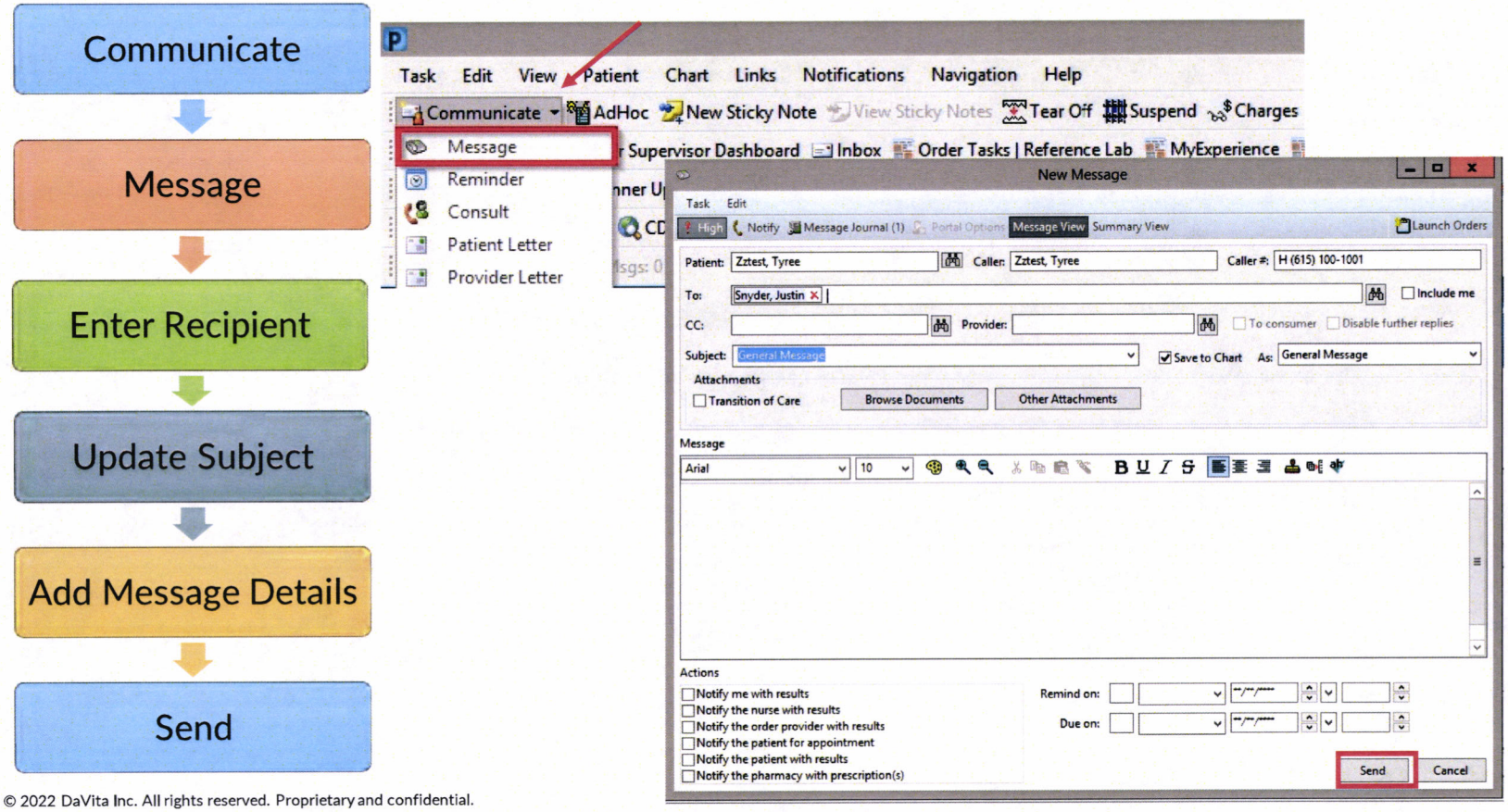
PowerChart

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential. For internal use only.

DaVita
Integrated Kidney Care

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 17 of 49 PageID #:167

Messaging



© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 18 of 49 PageID #:168

Creating a Reminder / Task

Communicate

Reminder

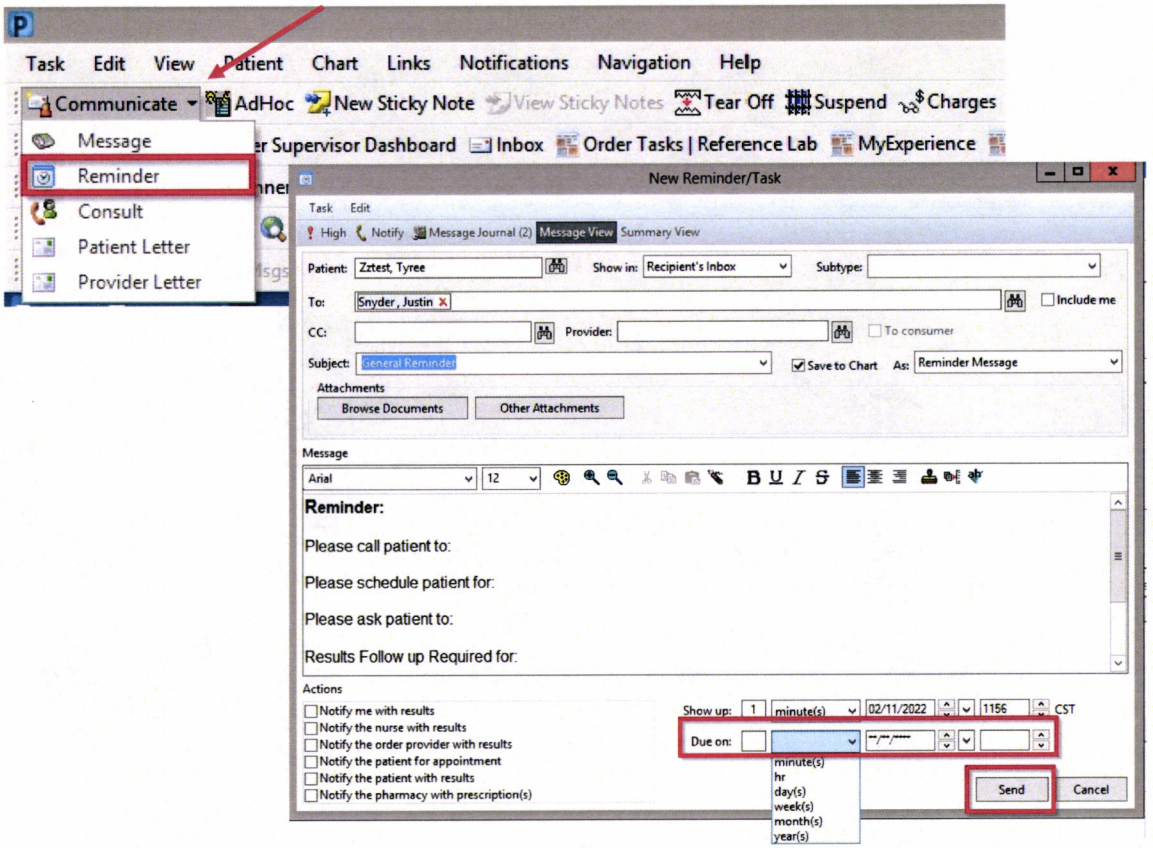
Enter Recipient

Update Subject

Add Reminder Details

Enter Due on:

Send



© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 19 of 49 PageID #:169

EYNTK:

Everything you need to know

To Schedule a Telehealth CHE

Audience:

Team members scheduling a telehealth CHE

DaVita®

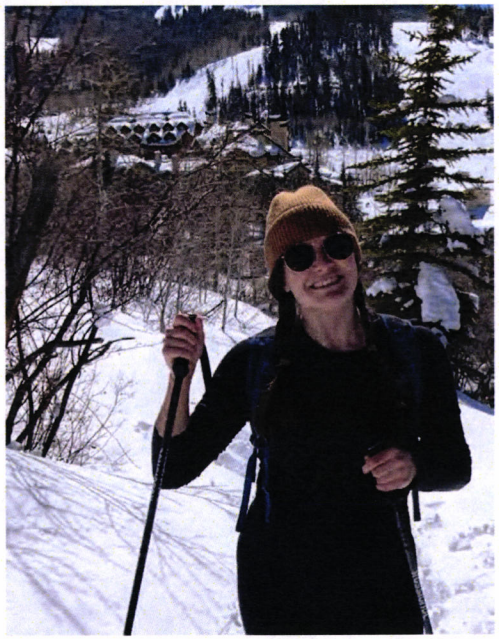
© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

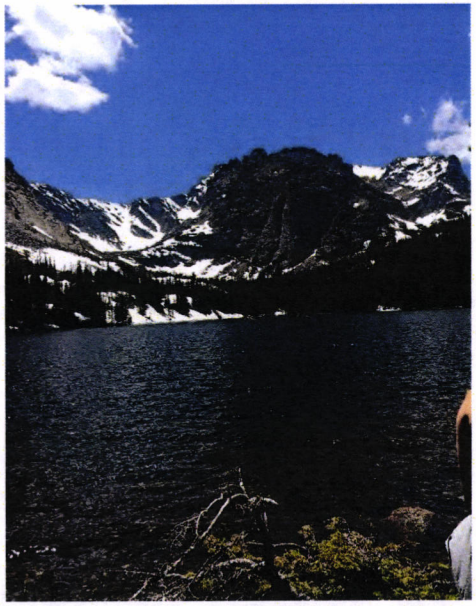
Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 20 of 49 PageID #:170

About me!

Kelly Bowler

Senior Analyst, Provider Strategy and Operations



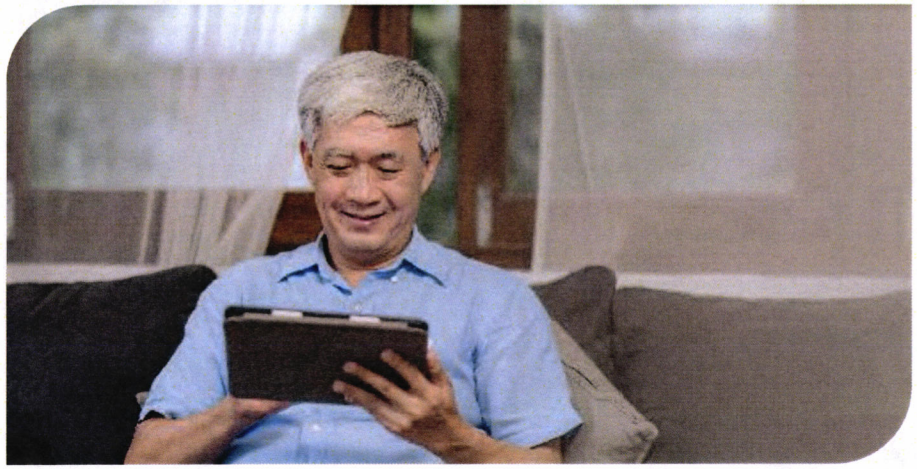


© 2021 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 21 of 49 PageID #:171

TODAY'S GOAL

Provide teammates with clear directions on the steps to take to schedule a telehealth CHE



What is the CHE?

What is the process to schedule a CHE?

- Select a patient to call
- Call patient and invite them to complete the CHE
- Create the visit in VSee
- Create the visit in Cerner
- Confirm patient's insurance in Cerner

What do I do after the telehealth CHE has been scheduled?

What do I do during the telehealth visit?

Where can I get help?

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 22 of 49 PageID #:172

EYNTK: CHE Scheduling

- What is a CHE and what is telehealth?
- How do I select a patient to schedule?
- How do I call a patient?
- How do I schedule the visit in VSee?
- How do I schedule the visit in Cerner?
- How do I enter a patient's insurance information in Cerner?
- What do I do after the visit is scheduled?
- What do I do during the visit?
- Where can I get support?

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 23 of 49 PageID #:173

EYNTK: CHE Scheduling

What is a CHE and what is telehealth?

- How do I select a patient to schedule?
- How do I call a patient?
- How do I schedule the visit in VSee?
- How do I schedule the visit in Cerner?
- How do I enter a patient's insurance information in Cerner?
- What do I do after the visit is scheduled?
- What do I do during the visit?
- Where can I get support?

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 24 of 49 PageID #:174

What is the CHE?

The **CHE** (Comprehensive Health Evaluation) is a **tool** to facilitate completion of a **comprehensive patient H&P**.
The goal is to capture all current comorbids and document their management plans to ensure we are addressing active patient issues.

- Reason for Visit
- Review of Systems
- Social History
- Surgical History
- Assessment and Plan
- Physical Exam
- Medical History
- Problem List
- Health Maintenance/Screenings
- Discussion/Summary

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 25 of 49 PageID #:175

What is included in a CHE?

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 26 of 49 PageID #:176

Background

On April 10, 2020, CMS published that organizations that submit diagnoses for risk adjusted payment (e.g., Medicare Advantage organizations, DCE) are able to submit diagnoses for risk adjustment that are from telehealth visits when those visits meet all criteria for risk adjustment eligibility, which include being from an allowable inpatient, outpatient, or professional service, and from a face-to-face encounter.

https://www.cms.gov/files/document/applicability-diagnoses-telehealth-services-risk-adjustment-4102020.pdf

The following outlines the implementation and use of telehealth by the DaVita Integrated Kidney Care ("DaVita IKC") team during this public health emergency period.

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 27 of 49 PageID #:177

When to use Telehealth

It is recommended to use telehealth as a tool to reach the following patients:

- Patients not typically encountered in-clinic (HHD, PD, post-transplant, non-DaVita, CKD)
- Patients requiring multiple hours of travel time per visit
- Patients who may be infected with COVID-19, or providers who need to quarantine
- Patients who are willing and/or prefer a telehealth interaction. For example: patients who express privacy concerns regarding discussion of highly sensitive health information in the dialysis clinic
- Urgent patient issues that require a visual assessment1
- Scenarios where the delivery of care warrants discussion with family member or care partner, or there has been a history of discrepancies with medications and the review of medication bottles is required
- When due to program requirements or restrictions

[1] A condition is considered urgent when it is not life threatening, but does requires care in a timely manner (within 24 hours). Examples include conditions which could deteriorate such as febrile illness or are not bearable due to discomfort such as back pain. Telehealth should not be utilized for emergent care – please refer to slide 74. Emergent care is medical care that directly addresses threats to life, limb, or eyesight. Examples: possible heart attack or stroke, gunshot wounds, major motor vehicle accidents, open fractures, appendicitis, severe allergic reactions that make it difficult to breath, or severe bleeding that does not stop with 10 minutes of direct pressure.

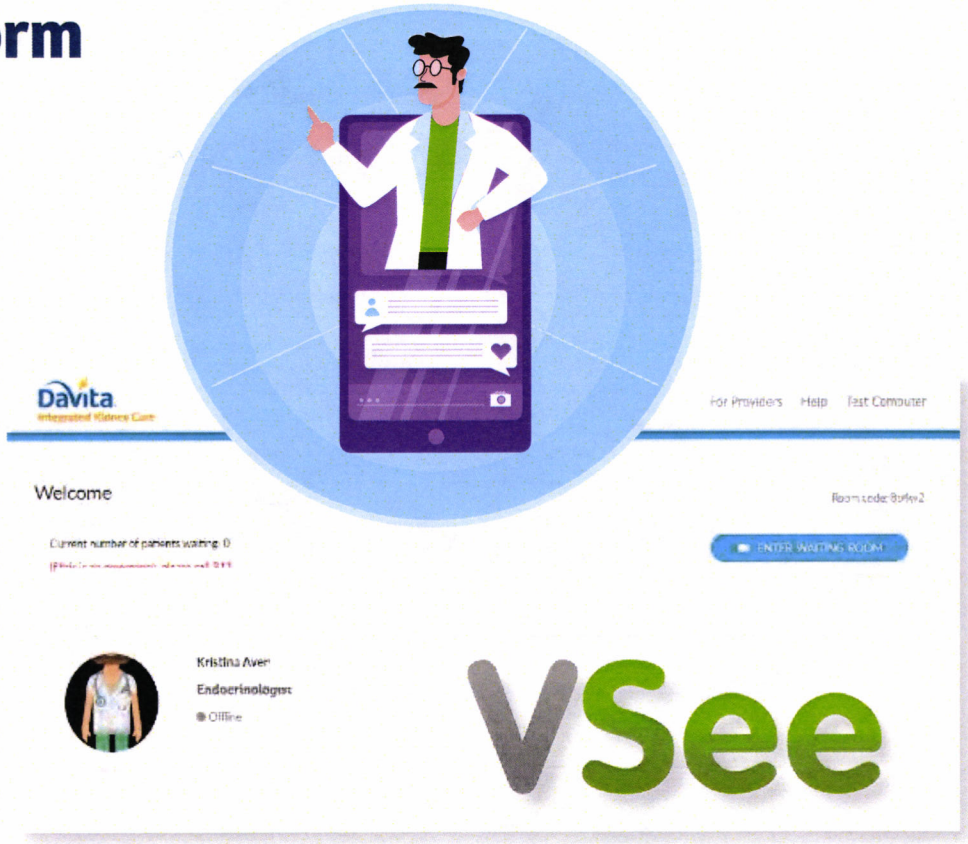
© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 28 of 49 PageID #:178

DaVita IKC's Telehealth Platform

VSee Clinic is be our telehealth tool to allow for remote interactions.

- All telehealth encounters should be completed using VSee Clinic
- No other applications should be used in the provision of DaVita IKC telehealth by covered health care providers unless explicitly approved
- Check the VillageWeb for the most up-to-date information on additional approved telehealth backup platforms



© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 29 of 49 PageID #:179

EYNTK: CHE Scheduling

- What is a CHE and what is telehealth?

How do I select a patient to schedule?

- How do I call a patient?
- How do I schedule the visit in VSee?
- How do I schedule the visit in Cerner?
- How do I enter a patient's insurance information in Cerner?
- What do I do after the visit is scheduled?
- What do I do during the visit?
- Where can I get support?

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 30 of 49 PageID #:180

What is the priority of scheduling CHEs for CKCC patients?

01

Pts who were onboarded at Point of Care (PoC) and only need CHE scheduling

02

Pts who mailed back completed consents and only need CHE scheduling

03

All other patients who need end to end onboarding

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 31 of 49 PageID #:181

How do I prioritize my patient list for CHE scheduling?

Use the "CHE Scheduling" tab of the CKCC CKD patient onboarding report to identify patients to schedule for a CHE.

In Q1, Q2 of 2022, CHE scheduling is driven by operational prioritization factors:

Automatically happens in onboarding report!

01 **Type of onboarding:** Pts who received PoC onboarding are highest priority for CHE scheduling

02 **Not receiving a neph led CHE:** As of March 2022, KSOSN CKD patients will be receiving a CHE from their nephrologist and do not need to be scheduled. Be on the look out for additional information from your market leadership as additional practice choose to participate..

03 **Consent completion:** patients with consents already completed are highest priority for scheduling

Ask your ROS/ROM/NP Manager for direction.

04 **NP availability:** NPs who are CHE ready and have availability in next 45 days for a CHE. If the NP is not CHE ready, do not contact the patient to schedule CHE

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 32 of 49 PageID #:182

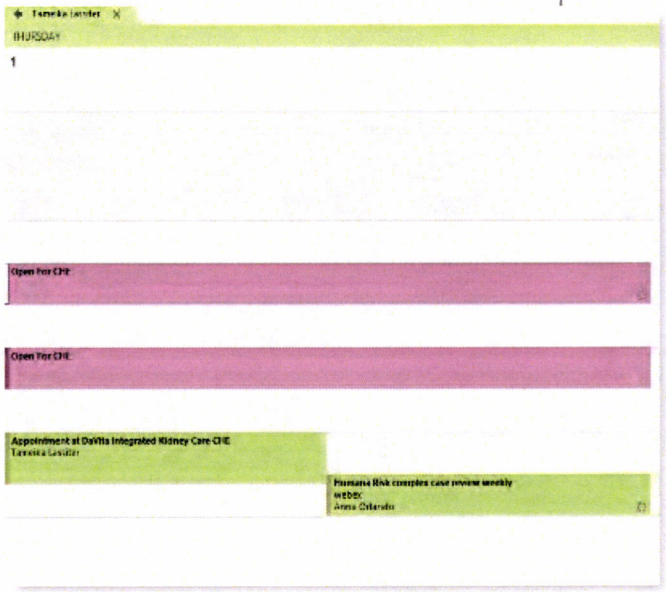
Once a patient is selected, confirm the following items before starting to schedule the patient for a CHE:

1. The NP that is aligned to the patient is "CHE ready"
2. The NP that is aligned to the patient has availability in Outlook for the next 45 days for a CHE
3. The NPP (Notice of Privacy Practice) has been uploaded to Cerner or just obtained via digital consents
    - If there is no NPP in Cerner, use the script and steps on the NPP Job Aid and upload a blank NPP to the patients chart after scheduling the CHE

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 33 of 49 PageID #:183

Does the NP have availability in the next 45 days? Check the NP's schedule in Outlook:



1. Select the NP Calendar that you need to schedule with
2. Look for any "Open for CHE" marked time slots.
3. Time will be in your set time zone
4. Align your time zone with the NP availability for CHE and confirm with Pt in their time zone
5. Confirm CHE day and time that works

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 34 of 49 PageID #:184

EYNTK: CHE Scheduling

- What is a CHE and what is telehealth?
- How do I select a patient to schedule?

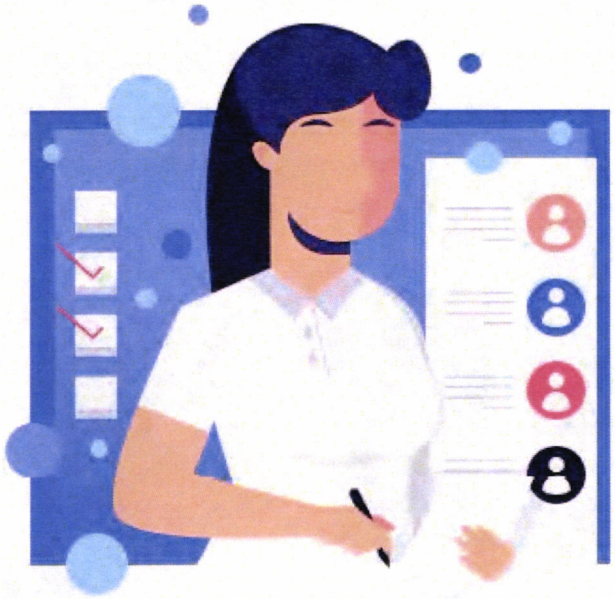
How do I call a patient?

- How do I schedule the visit in VSee?
- How do I schedule the visit in Cerner?
- How do I enter a patient's insurance information in Cerner?
- What do I do after the visit is scheduled?
- What do I do during the visit?
- Where can I get support?

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 35 of 49 PageID #:185

How do I call a patient to schedule a CHE?



01 TM PREPARES TO CALL THE PATIENT

- Open laptop
- Navigate to NPs calendar in both VSee and Cerner
- Open the Telehealth Script

02 TM DISCUSSES WITH THE PATIENT

- What is a CHE and how a patient will use telehealth
- Patient's availability. Schedule for a time when the patient plans to be home. Visit will be up to 1 hour and 15 minutes long
- Confirmation of insurance details

03 TM DOCUMENTS

- Visit date/time on NPs calendar in VSee and Cerner. The visit should be scheduled for 1 hour and 15 minutes
- VSee visit number and patient device and browser in Cerner
- Outcome of call using CHE outreach PowerForm: patient's acceptance, refusal of scheduling a visit, or if the patient was unable to be reached

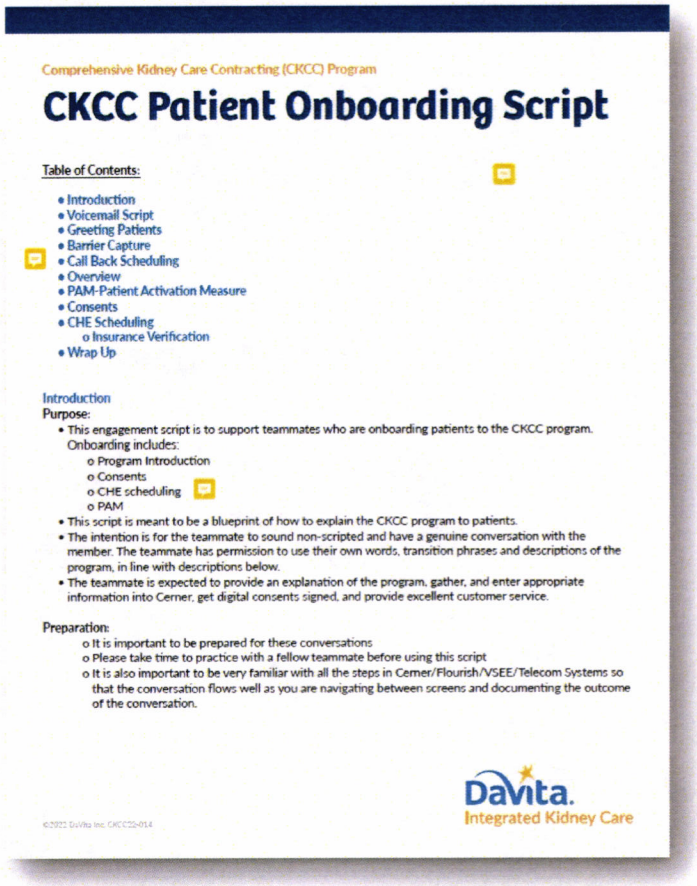
© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 36 of 49 PageID #:186

How do I use the patient onboarding script?

Use this script to guide your conversation with the patient during the CHE scheduling portion of the patient onboarding call.

The script can be found on the VillageWeb



Comprehensive Kidney Care Contracting (CKCC) Program

CKCC Patient Onboarding Script

Table of Contents:

- Introduction
- Voicemail Script
- Greeting Patients
- Barrier Capture
- Call Back Scheduling
- Overview
- PAM-Patient Activation Measure
- Consents
- CHE Scheduling
  - Insurance Verification
- Wrap Up

Introduction

Purpose:

- This engagement script is to support teammates who are onboarding patients to the CKCC program. Onboarding includes:
  - Program Introduction
  - Consents
  - CHE scheduling
  - PAM
- This script is meant to be a blueprint of how to explain the CKCC program to patients.
- The intention is for the teammate to sound non-scripted and have a genuine conversation with the member. The teammate has permission to use their own words, transition phrases and descriptions of the program, in line with descriptions below.
- The teammate is expected to provide an explanation of the program, gather, and enter appropriate information into Cerner, get digital consents signed, and provide excellent customer service.

Preparation:

- It is important to be prepared for these conversations
- Please take time to practice with a fellow teammate before using this script
- It is also important to be very familiar with all the steps in Cerner/Flourish/VSEE/Telecom Systems so that the conversation flows well as you are navigating between screens and documenting the outcome of the conversation.

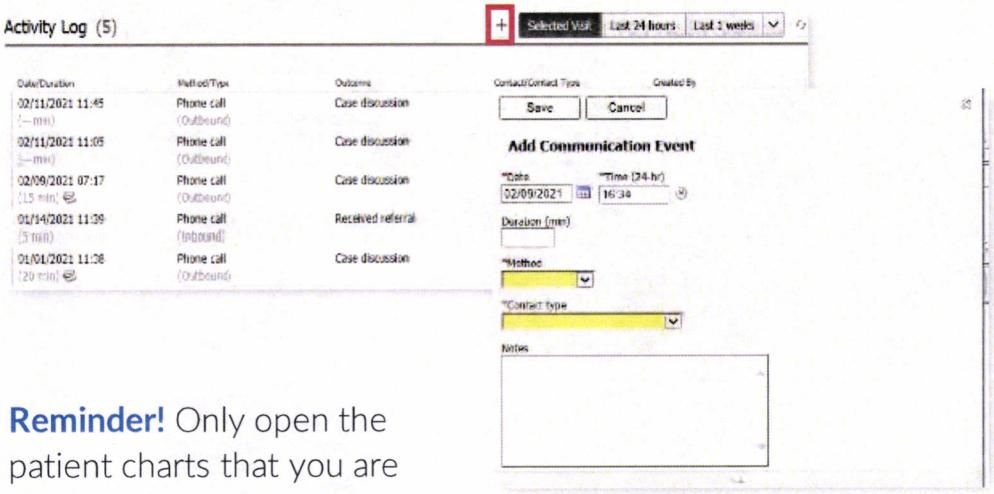
DaVita. Integrated Kidney Care

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 37 of 49 PageID #:187

Documenting Scheduling Outcome: Activity Log Details

Each outreach attempt the CC completes must be documented in the Cerner Activity Log as a Communication Event



Reminder! Only open the patient charts that you are assigned to work on

01 Navigate to the Activity Log and click + to add a new Communication Event

02 Select the date and time of the outreach attempt

03 Select the method of contact (phone)

04 Select outbound contact

05 Select the contact type (e.g., patient)

06 Input the contact name

07 Select the Outcome

08 In the notes section include more detail about the outreach

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 38 of 49 PageID #:188

Documenting Scheduling Outcome: Activity Log

CC to include the information below within the notes of the Communication Event

Outcome

- Confirmed Appointment
- Declined
- Invalid Phone Number
- Left Message – Person
- Left Message – Voicemail
- Line Busy
- No Answer
- Rescheduled Appointment
- Wrong Phone number

Notes

DOCUMENTED IF CONNECTED

- If Confirmed Appointment: VSee visit number
- If Declined: reason for decline (e.g. doesn't have or not comfortable with technology, prefers in-person, etc.)
- If Rescheduled Appointment: VSee visit number

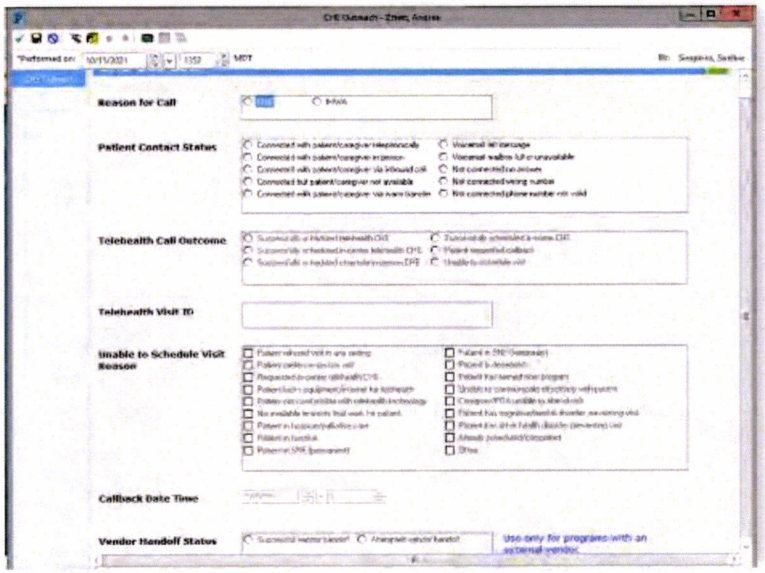
Important! Always include the VSee visit number in your note within Communication Event

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 39 of 49 PageID #:189

Documenting Scheduling Outcome: Activity Log Details

CC to document <u>all</u> scheduling attempts using the CHE Scheduling PowerForm



01 Navigate to the CHE Outreach PowerForm form
(See next slide for details)

02 Select "CHE" as Reason for Call

03 Select the patient contact status

04 Select the correct telehealth call outcome (if "connected" Patient Contact Status)

05 If the scheduling attempt was successful, enter the VSee Visit #

06 If unable to schedule, select the reason

07 Select Callback Date & Time (if patient requested callback selected as Call Outcome)

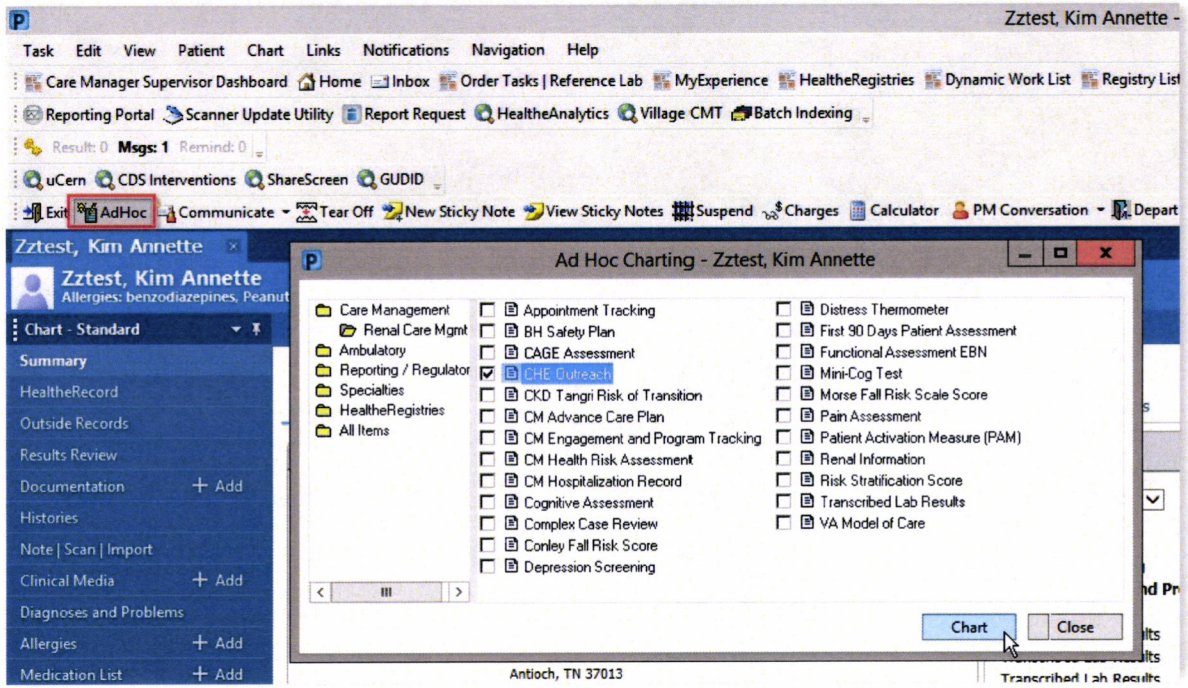
08 Sign and Close by clicking Green Check Mark

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 40 of 49 PageID #:190

Documenting Scheduling Outcome: PowerForm

CC to document <u>all</u> scheduling attempts using the CHE Scheduling PowerForm



© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 41 of 49 PageID #:191

EYNTK: CHE Scheduling

- What is a CHE and what is telehealth?
- How do I select a patient to schedule?
- How do I call a patient?

How do I schedule the visit in Vsee?

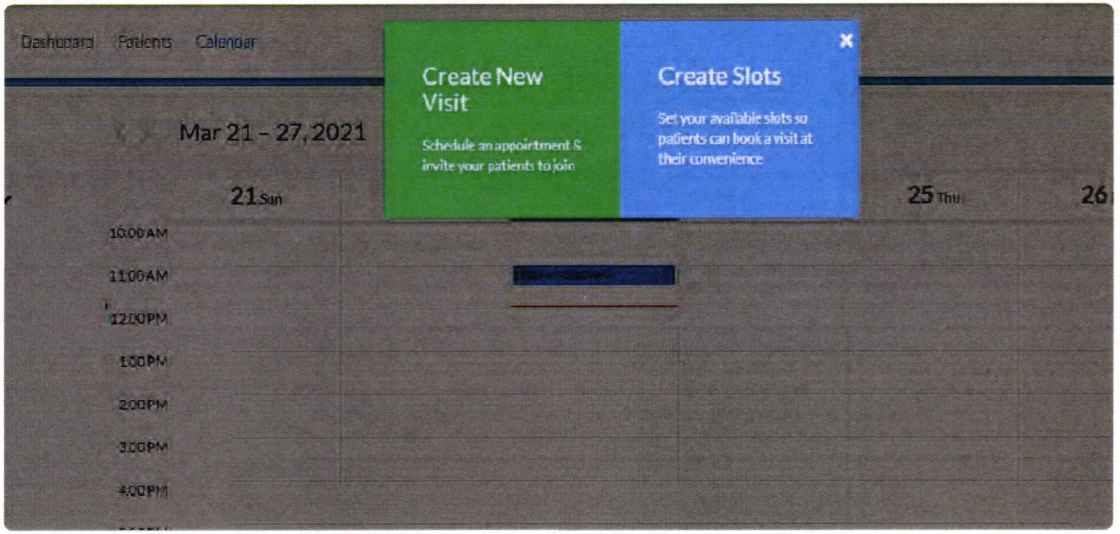
- How do I schedule the visit in Cerner?
- How do I enter a patient's insurance information in Cerner?
- What do I do after the visit is scheduled?
- What do I do during the visit?
- Where can I get support?

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 42 of 49 PageID #:192

Schedule an Appointment

01 Click on a time slot on the calendar to schedule an appointment.



© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 43 of 49 PageID #:193

Schedule an Appointment

01 Click on a time slot on the calendar to schedule an appointment

02 Confirm the date and time

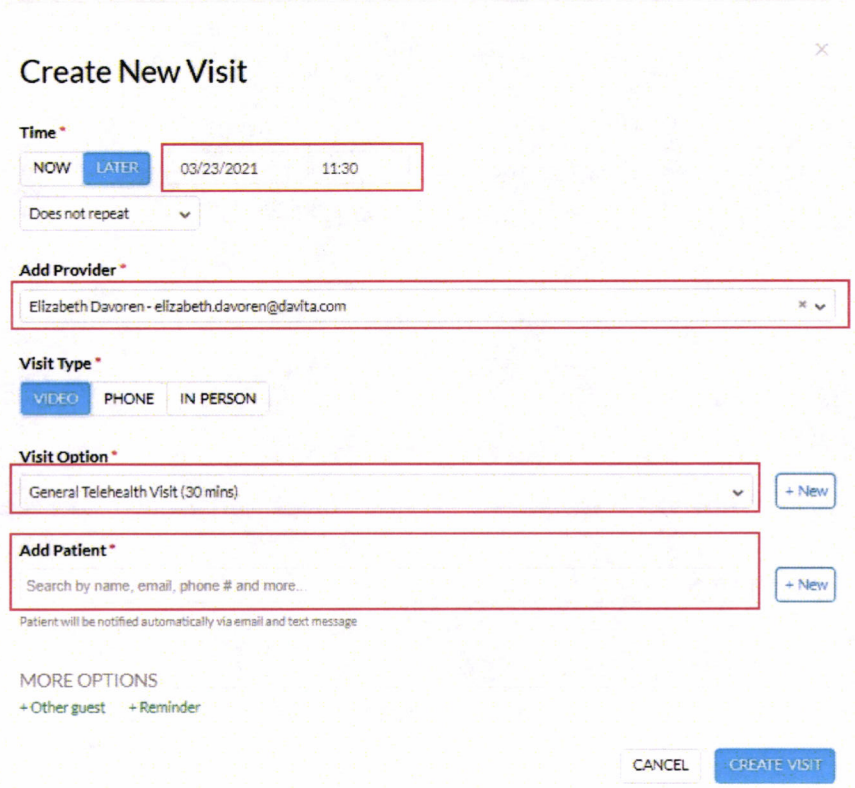
03 Choose the nurse practitioner who will be completing the appointment with the patient (care coordinators and VHES will be assigned to the nurse practitioners in their market / program)

04 Choose the correct room if the provider belongs to multiple rooms

05 Choose a visit option. If scheduling a CHE, select CHE. If scheduling a test visit, select General Telehealth Visit.

06 Search for a patient and choose the patient on the list.

07 Or create a new patient if needed.



© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 44 of 49 PageID #:194

Scheduling the Visit in VSee: Create a Patient

To create a new patient:

- Always include the patient's MRN **(Cerner ID)**, first name, last name and either the patient's email, or their phone number when creating the visit
- **Email or phone number must be included, both are recommended if the patient accepts**
- If the patient would like to receive the confirmations and reminders via email, include their email address
- If the patient would like to receive SMS text message confirmations and reminders, include the patient's phone number
- In this case, please let the patient know that their mobile provider's standard rates for sending and receiving text messages still apply
- Remember to update the patient's time zone if needed

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 45 of 49 PageID #:195

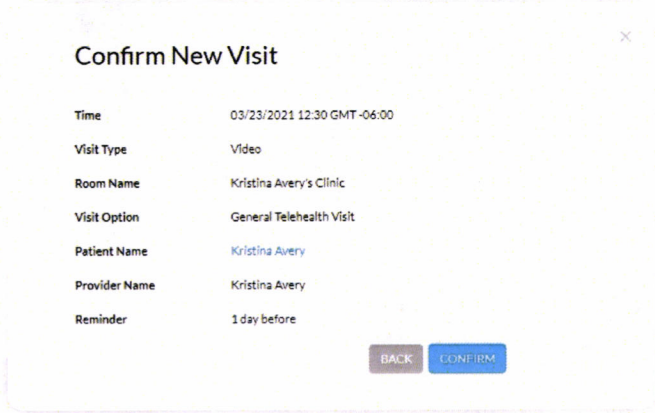
Schedule and Appointment

- If you need to invite a patient's care partner, or other guest to the appointment, click "+Other guest" under "MORE OPTIONS"
- Add the guest's email and / or phone number
- A visit reminder is automatically sent 24 hours prior to the appointment.
- If you would like to modify this timing, or add additional automatic reminders, click "+Reminder" under "MORE OPTIONS"
- When you are done, click "CREATE VISIT"

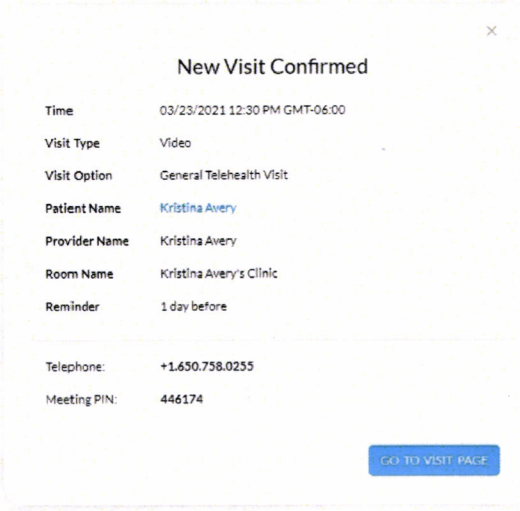
© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 46 of 49 PageID #:196

Schedule an Appointment



Click on "CONFIRM" button.



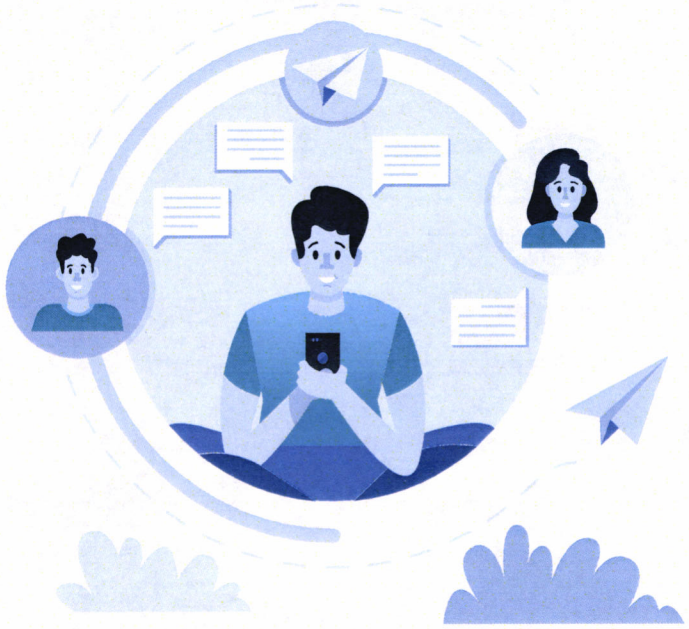
- Click on "GO TO VISIT PAGE" to review the visit now or "X" button to not view it now.
- Click on "GO TO VISIT PAGE" to find the VSee visit number that needs to be documented in Cerner.

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 47 of 49 PageID #:197

Educating the Patient on VSee

At the time of scheduling, CC will educate the patient on VSee Clinic technology



- Each patient will have received the telehealth tip sheet in their welcome packet
- Let the patient know that video requires data usage and it is recommended that they connect to a secure Wi-Fi network.
  If patient is not connected to Wi-Fi, message and data rates may be applied and are the patient's responsibility

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 48 of 49 PageID #:198

Educating the Patient on VSee

At the time of scheduling, CC will educate the patient on VSee Clinic technology

IF THE PATIENT CANNOT COMPLETE THE VISIT INDEPENDENTLY, AND/OR DOES NOT HAVE ACCESS TO TECHNOLOGY

If the patient does not have the required tools for a telehealth visit,
the CC should ask the patient if they have a care partner or family member that can assist them

© 2022 DaVita Inc. All rights reserved. Proprietary and confidential.

Case: 1:23-cv-06290 Document #: 1-3 Filed: 08/28/23 Page 49 of 49 PageID #:199